



USSW - AMSUS Conference

November 15, 2007

Debra A. Volkmer, LCSW

Operation Enduring & Iraqi Freedom

Program Manager



W. G. (Bill) Hefner
VAMC – Salisbury, NC





Objectives:

Upon completion of this presentation, you should be able to:

- **Recognize issues surrounding walk - in, self and family referred veterans vs. those referred by the Military Treatment Facility.**
- **Identify at least three strategies of case management geared toward CV's that are self, community, or family referred to VHA for medical care.**
- **Summarize the importance of identification and treatment of the non-military treatment referred OEF/OIF veteran along with demonstrating ways to work with them and their families in case management.**

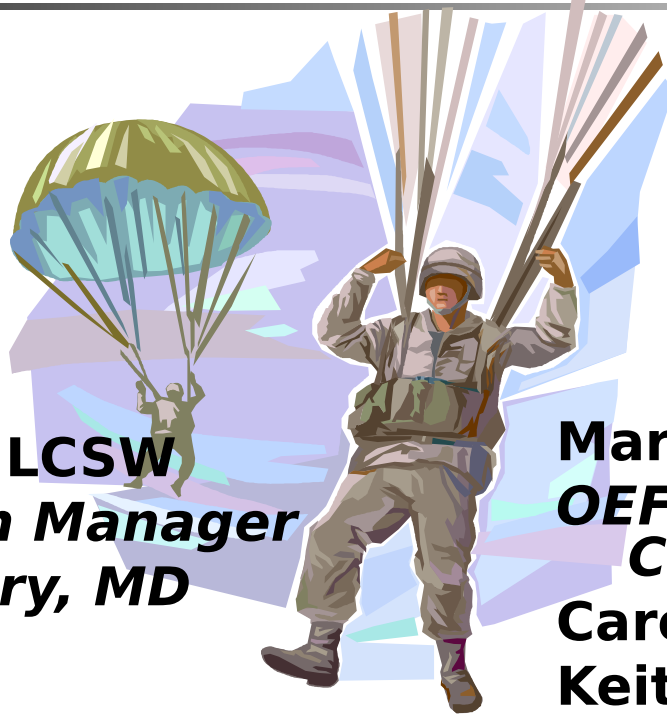


Agenda

- W. G. (Bill) Hefner, VAMC – Program
- Program Management
 - Referral Process
 - Case Referrals
 - Levels of Care
- Additional Information regarding program management that can be implemented at your facility.
- Handouts galore

Operation Enduring & Iraqi Freedom Program

W. G. (Bill) Hefner / Team Salisbury



Debra Volkmer - LCSW
OEF/OIF Program Manager
Mary Christenbury, MD
Psychiatrist
Phillip Birchall,
Program Support Asst.
Renee Johnson, TPA
Volunteer, Kathy Silvia-OEF
Vet

Marilyn Warlick,-LCSW
OEF/OIF Clinical
Coordinator
Carolyn Franzese, LCSW
Keith Hart, LCSW
Monique Cockerham, P-
LCSW
Parvin Porsche-Thomas,
P-LCSW
Melissa Zimmerman, RN



Mission Statement

- Provide specialized assistance and a seamless transition for **veterans who have served in Operation Enduring or Iraqi Freedom (OIF/OEF) and other referred military personnel, regardless of the diagnosis**, and their families through the adjustment process of pre, current, and post deployment.



VISION STATEMENT

- Referrals are received from injury, deactivation, or discharge from the Department of Defense (DoD). Our work with multiple military services including the national guard (NG)/reserve components, active military units, military treatment facility transfers (MTF), Post Deployment Health Reassessment (PDHRA), Physical Evaluation Board (PEB), Briefings, and any OEF/OIF veteran that is self or other agency referred. We will also work extensively with family members affected by pre/post deployment issues.



Program Management

- Number identified at Salisbury VAMC:
 - VISN Generated List: 5,431 9-14-07
- Every veteran in our area has an identified case manager.
- DOD list in 2006 utilized in a mass mail out for the welcome home event.
- Interim Case Management for C&P's and referred to PM at their facility.
- On-going Case Management for SVAMC Area
- Clinical Reminder Completion and CM level assignment
- Provision of brief therapy and identification of family and individual needs. – Stabilize and refer unless SI - Identification



Referral Process

- MTF
- Self & Other Family Referral
- PDHRA & Post Deployment Briefings
- C&P Referral
- PSCT Referral
- CBHCO – Other active duty referral
- GWOT, Vet Center, & Community



Case Management

- Level 1: Intensive Care
- Level 2: Intermediate Care
- Level 3: Continued F/U
- Level 4: No further F/U indicated
- Level 5: Reactivated - deployed
- Level 6: Closed
- Level 7: To Be Determined



Levels of CM Described

- **PLAN: Care Management level:**
 - 1 - Intensive Care Management- minimum of 90 day review
 - 2 - Intermediate Care Management - minimum of yearly review.
 - 3 - Intensive F/U beyond 2 yr. priority- minimum 90 day review.
 - 4 - No further follow-up indicated - available for consultation PRN.
 - 5 - Reactivated or deployed closed until further veteran contact.
 - 6 - Closed, moved out of state, or referred to another facility.
 - 7 - To be determined upon referral or contact from veteran



Program Management Team

- Program Manager:
 - Debra A. Volkmer, LCSW
- SI - Social Work Case Manager:
 - Keith Hart, LCSW
- SI - Nurse Case Manager:
 - Melissa Zimmerman, RN
- Transition Patient Advocate:
 - Renee Johnson



Program Highlights

- PDHRA and Briefings
- TPA
- RVOEC – START Program
- Outreach Grant through VISN 6 MIRECC
- 07 - Welcome Home Event



Performance Measures

- VIP-VTA – PM @ 100%
 - 14 listed
 - Quarterly contacts @ 100%
- PEB – completed and @ 100%
 - 95 total – May and August
- Clinical Reminders (Iraq/Afghan)
 - 90%+



Program Evaluation

- Dashboard
 - Evaluation tool
- OEF/OIF Survey
 - In progress
- Performance Measures
 - CR – TBI – VTA



Couples Retreat

- Information on this is available through request to
Debra.volkmer@med.va.gov



The Take Home Message

- All OIF/OEF veterans need to ensure that their needs are met.
- Every OIF/OEF Veteran is afforded the opportunity to have a designated CASE MANAGER regardless of the severity of their issues.
- You never know when a readjustment issue can turn into a severe problem.



Used with permission from Fred Gusman, MSW from Seamless transition
Confidential - UICM 22



Resources

- Seamless Transition:
 - <http://seamlesstransition.vssc.med.va.gov/default.aspx>
 - 10.10.01
- VTA/VIP:
 - https://vip.vba.va.gov/portal/VBAH/Home?_requestid=1430906#
- VAMC – San Antonio TX
 - VAMC – Salisbury, NC
 - Program Managers Conference web site for power points:
 - <https://www.lms.va.gov/>

Questions???

